

CASE NUM: 22-10964 (MG)
Debtor(s): Celsius Network LLC

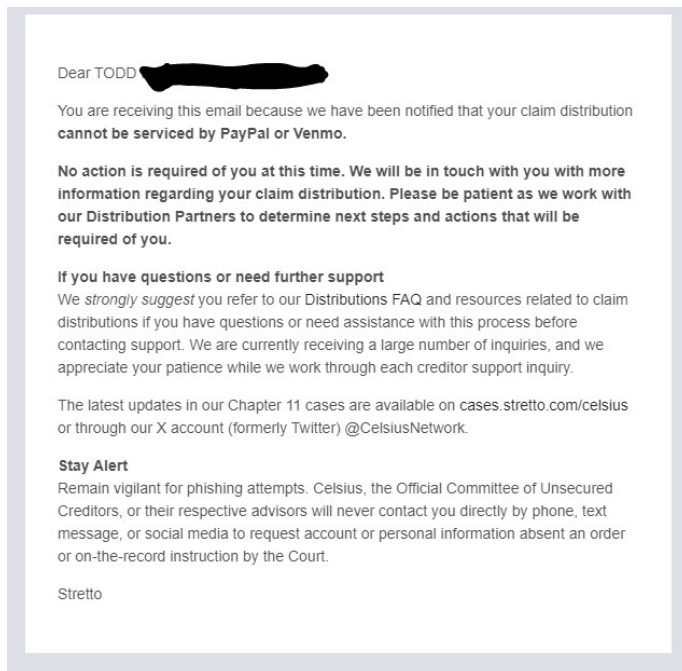
My name is Todd Canfield and I have a distrubution awarded to me but have been unsuccessfully in caliming my crypto off Paypal. I am getting an error message that says that they are unable to redeem the claim code and to contact Stretto.

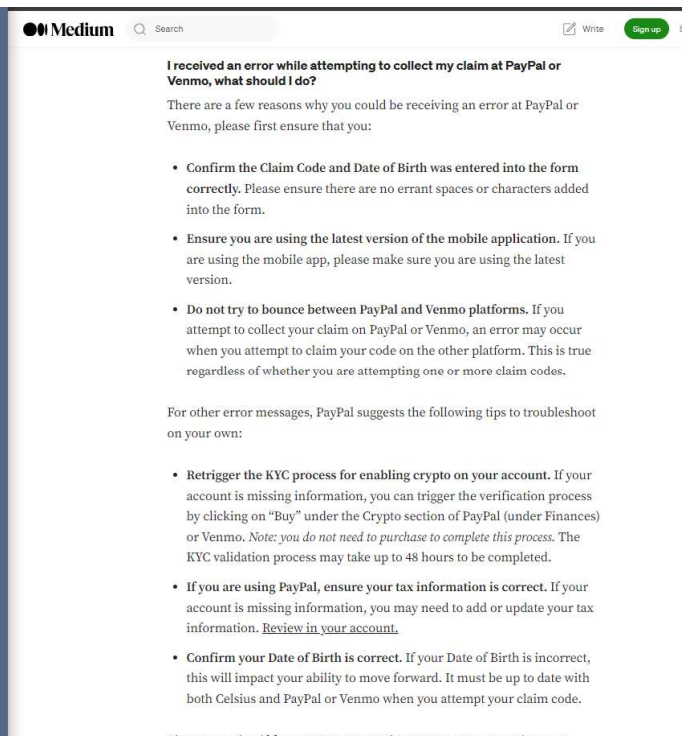
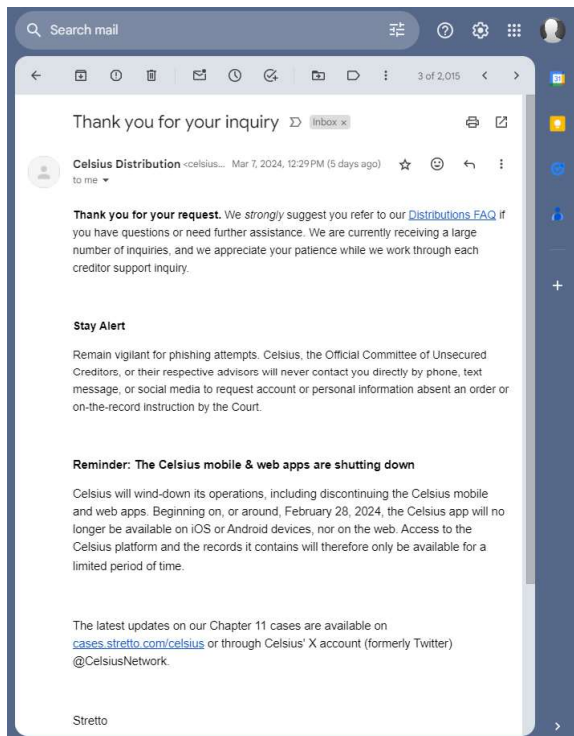
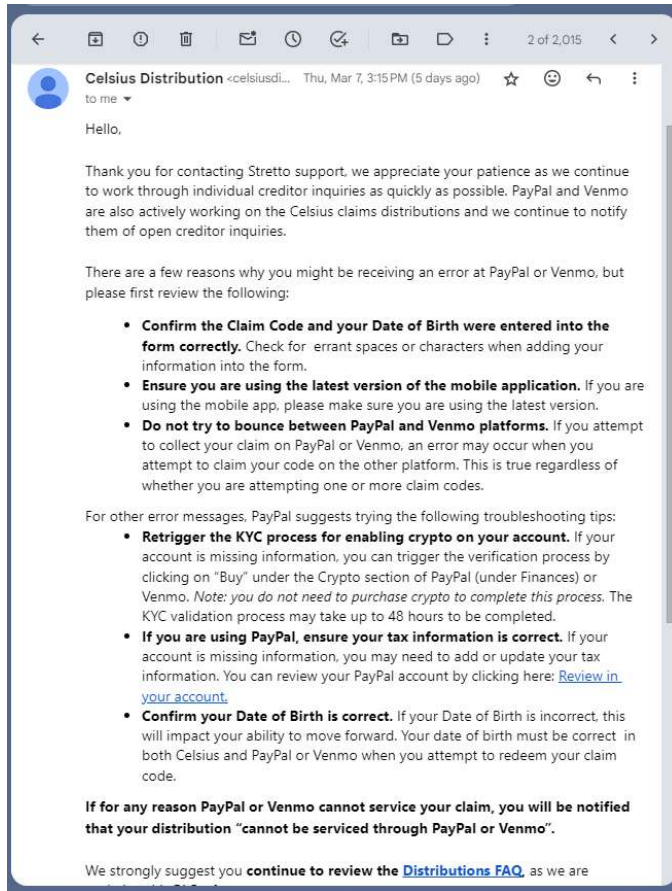
I created a ticket for assistance, but have only received an email that said they will get to me shortly. They suggested that I go through the process of re-registering KYC on Paypal.

I have followed all their instructions but still am not successful in claiming my funds.

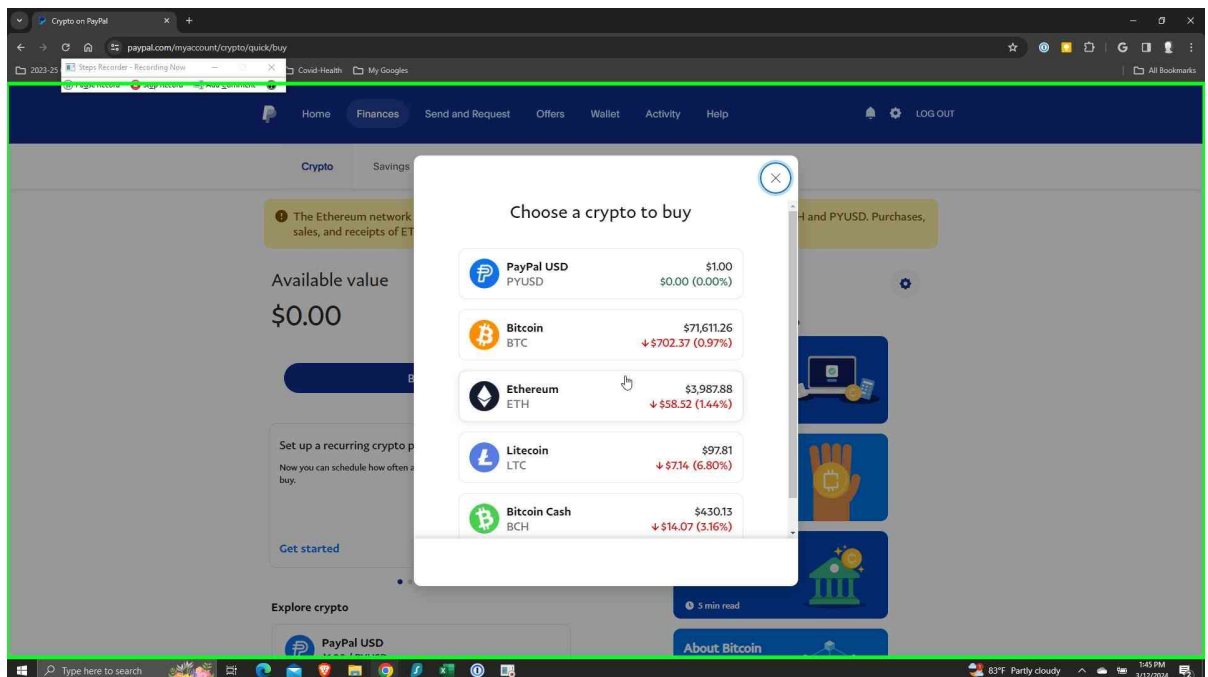
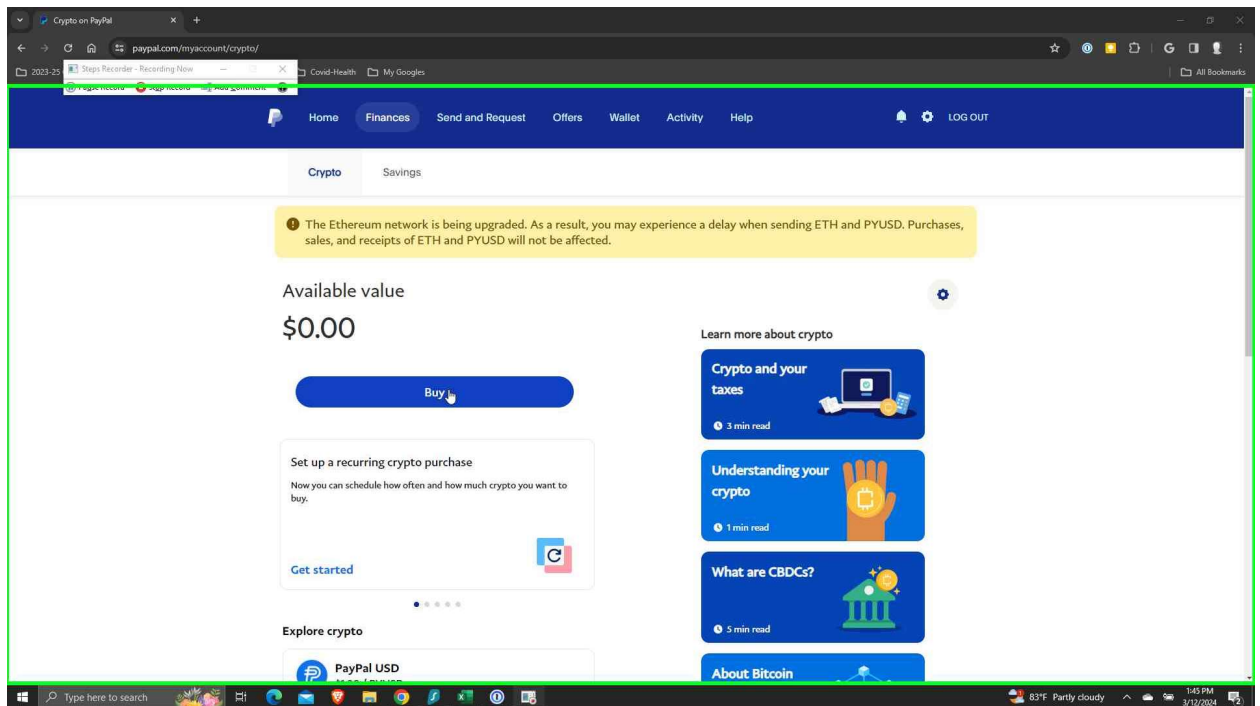
I am asking for assistance to get this resolved.

Emails from Stretto:





Following the process to re-register with KYC:



Still unsuccessful in redeeming my claim codes:

Gmail

Search mail

Compose

Inbox
Starred
Snoozed
Important
Sent
Drafts
Categories
More

32 of 2,015

You have a Celsius Claim in ETH available at PayPal or Venmo

Stretto Celsius Network <no-reply@case...> Feb 8, 2024, 2:39 PM

Dear TODD [REDACTED],

You are receiving this email because your claim distribution is now available to collect at PayPal or Venmo.

Please find your claim information in the table below:

Claim Code*	[REDACTED]
Claim Distribution Type	ETH
Claim Distribution Amount	16.093692339945676478

*Note: Each cryptocurrency asset you are entitled to as part of your claim distribution will have a unique claim code. This email includes information for one (1) claim code. If you are eligible to receive both BTC and ETH, you will receive separate emails with claim information for each asset.

Important information on the PayPal or Venmo distribution process:

- You are receiving your claim distribution in cryptocurrency through either PayPal or Venmo. As previously communicated and stated in the Plan, the Celsius platform will not be facilitating your distribution.
- Your claims for cryptocurrency must be completed on the same platform. For example, if you claim your BTC on PayPal, you must also claim your ETH on PayPal. If you claim your BTC on Venmo, you must also claim your ETH on Venmo.
- For security and compliance reasons, you will not be able to access the Celsius Creditor Claims distribution at PayPal or Venmo from outside of the country of residence you provided on your Celsius account.

PayPal | Celsius

Redeem your BTC or ETH Celsius claim

Enter your Celsius claim code and date of birth to get started. For help locating your code, [contact Stretto](#).

Claim code [REDACTED] ?

We're unable to redeem that code. Contact Stretto for more information.

Date of birth [REDACTED] ?

MMDDYYYY

[Distribution terms apply](#)

Keep your crypto in PayPal

Protection

You may be eligible for full reimbursement from an unauthorized sale and up to \$50,000 for an unauthorized transfer.*

[Redeem Celsius Claim](#)

[Cancel](#)

Gmail

Search mail

Compose

Inbox
Starred
Snoozed
Important
Sent
Drafts
Categories
More

30 of 2,015

You have a Celsius Claim in BTC available at PayPal or Venmo

Stretto Celsius Network <no-reply@case...> Feb 8, 2024, 4:18 PM

Dear TODD [REDACTED],

You are receiving this email because your claim distribution is now available to collect at PayPal or Venmo.

Please find your claim information in the table below:

Claim Code*	[REDACTED]
Claim Distribution Type	BTC
Claim Distribution Amount	1.07695328

*Note: Each cryptocurrency asset you are entitled to as part of your claim distribution will have a unique claim code. This email includes information for one (1) claim code. If you are eligible to receive both BTC and ETH, you will receive separate emails with claim information for each asset.

Important information on the PayPal or Venmo distribution process:

- You are receiving your claim distribution in cryptocurrency through either PayPal or Venmo. As previously communicated and stated in the Plan, the Celsius platform will not be facilitating your distribution.
- Your claims for cryptocurrency must be completed on the same platform. For example, if you claim your BTC on PayPal, you must also claim your ETH on PayPal. If you claim your BTC on Venmo, you must also claim your ETH on Venmo.
- For security and compliance reasons, you will not be able to access the Celsius Creditor Claims distribution at PayPal or Venmo from outside of the country of residence you provided on your Celsius account.

PayPal | Celsius

Redeem your BTC or ETH Celsius claim

Enter your Celsius claim code and date of birth to get started. For help locating your code, [contact Stretto](#).

Claim code [REDACTED] ?

We're unable to redeem that code. Contact Stretto for more information.

Date of birth [REDACTED] ?

MMDDYYYY

[Distribution terms apply](#)

Keep your crypto in PayPal

Protection

You may be eligible for full reimbursement from an unauthorized sale and up to \$50,000 for an unauthorized transfer.*

[Redeem Celsius Claim](#)

[Cancel](#)